



1120 SW Fifth Ave, Suite 1331, Portland OR 97204

Main: 503-823-5185 TTY: 503-823-6868 Fax: 503-823-7576 Portland.gov/Transportation

Jo Ann Hardesty Commissioner Chris Warner Director

FEES AND FARES SUBCOMMITTEE MEETING SUMMARY FINAL

July 21, 2021 • 3:00 PM – 4:30 PM

Zoom Meeting Call

Subcommittee Members	Position	Affiliation	Present
Darin Campbell, Chair	Subcommittee Chair, PFHTAC Chair	Radio Cab	Yes
Jemal Abdi	PFHTAC	NEMT Company, JB Medical Transport, LLC	Yes
Chad Derrington	TNC Vice Chair	TNC Driver	Yes
Dan Mark	PFHTAC	LPT Driver Representative	Yes
Philip Berger	TNC	TNC Driver	Yes
Guy Auken	TNC	TNC Driver	Yes
Mark Williams	PBOT	Regulatory Division Manager	No
Gabby Sanchez	PBOT	Regulatory Division, Office Support Specialist II	No
Tracy M. Smith	Facilitator	Inhance LLC	No
Camerina Galvan	Notetaker	Galvan Consulting LLC	Yes

OTHER ATTENDEES: None.

OPENING: DARIN CAMPBELL, SUBCOMMITTEE CHAIR

- Darin Campbell called the meeting to order at 3:07 PM.

REVIEW ACTION ITEMS: CAMERINA GALVÁN, NOTETAKER

- The Subcommittee did not have an update on Action Item 4 as Mark Williams was on vacation, and the response time from at Seattle Department of Transportation hadn't responded as of the meeting.

REVIEW TNC DRIVER SURVEY: DARIN CAMPBELL, SUBCOMMITTEE CHAIR

- The TNC Advisory Committee developed the previous survey and included several driver demographic questions. Phil Berger suggested the next survey focus on capturing information concerning driver compensation.
- Phil Berger presented eight survey topics he would like reflected in a TNC Driver Survey:



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- Fair Compensation: Do you feel the revenue from share rides is equally split between the TNC company and the driver?
- Long Pick-Ups: If drivers feel they are being equitably paid for long pick-ups.
- Wait Times: How do the drivers feel about not being paid for wait times? This is about Lyft drivers not being paid for the first 1 minute upon arrival and Uber drivers not being paid for the first 2 minutes upon arrival.
- Stage One and Stage Two: Why are drives not paid once their app is opened? Do drivers feel they are not being paid fairly during Stage One (when a driver is not assigned a ride but is working) and Stage Two (when a driver is on their way to pick someone up)? Stage One and Stage Two were excluded from how hourly rates were calculated in the previous survey.
- Lyft Driver Cancellations: How do Lyft drivers feel about not being able to cancel the ride before the 5-minute wait time is up?
- Rider Cancellations: Drivers are not compensated for 2 minutes if a rider cancels the ride within the 2-minute window.
- Safety: The rider profile should display the rider's name and photo. How do you feel about picking up people who have not been screened?
- Acceptance Rates: Drivers should have the complete and correct rate information.
- Wait and Save: Wait and save is the ability for Lyft riders to pay a lower rate for a longer wait time. If the driver earns the privilege of being a preferred ride, the driver earns a lower rate in exchange for more rides.
- When thinking about the survey, the following considerations were raised:
 - People that ride in private-for-hire vehicles are never screened, or identified. Asking TNC riders to be screened may be complicated.
 - Most TNC and private-for-hire drivers are not driving long-term.
 - The Fees and Fares Subcommittee does not represent the average driver in the City of Portland. Most drivers are immigrants, and English is not their first language.
- Phil Berger shared the article, ["Hailed as Rideshare Driver Victory, New Law Lets Uber and Lyft Limit Labor Rights,"](#) from the *South Seattle Emerald*.
- The last TNC Driver Survey was conducted by DHM Research, an independent research company commissioned by the City Regulators for all active drivers.
- The new TNC Survey should be about ten questions to understand drivers' needs, their sentiments, and how much they are currently earning.



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- Jamel Abdi shared the article, ["Oregon Health Officials Discuss Possible Improvement to NEMT Process Following Complaints from Riders."](#)
- City Regulators can make changes to processes, so drivers are paid fairly, leading to changes to the agreements between the drivers and TNC companies. A possible goal could be to put forth a recommendation in which the City of Portland limits how much TNC companies can take from drivers. For example, the recommendation could be made that for every ride, excluding pass-through items such as tips and tolls, an agreed-upon percentage of the fare collected goes to the driver. The survey is meant to quantify the reasoning behind a recommendation and demonstrate a consensus between drivers about a particular issue.
- The Fees and Fares Subcommittee reviewed the TNC Driver Survey report and decided whether to keep, eliminate, or modify the questions for the new survey:
 - The questions on page 5 will be eliminated.
 - The questions on page 6 and page 7 will be modified to ask how many respondents drive for Lyft and how many drive for Uber.
 - The questions on page 8 will be kept.
 - The question on page 11 will be modified. It is difficult for a driver to answer their median income correctly. A possible rewrite: "In 2021, how much has been deposited into your bank account?; What does the TNC Company say you earned in 2021 according to your summary?" The respondent will select from a range of incomes.
 - A question will be added: "How much was your total mileage in 2021 according to your summary? "
 - The question on page 13 will be eliminated.
 - The questions on pages 17-23 were skipped until the Fees and Fares Subcommittee understood the information shown and excluded on the "Earnings this Week" and "Weekly Summary" for each TNC app. The Subcommittee was unsure why weekly earnings data were used in the survey. Data from Period 1 and Period 2 should be collected in the survey. Mileage driven must also be captured to understand driver expenses.
 - The question on page 25 will be modified. Possible rewordings could be "Would you like to see the estimated time, distance, and direction before accepting a ride?"; "Would it be helpful to have estimated earnings revealed before accepting a ride?"
- Darin Campbell proposed inviting John Hornbeck, a person who worked on the prior TNC Driver Survey, to the Fees and Fares Subcommittee to clarify questions the members may have.
 - **Action Item:** Darin Campbell will discuss with Mark Williams the possibility of inviting John Hornbeck to a future Fees and Fares Subcommittee meeting.



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- **Action Item:** Chad Derrington will share with the Fees and Fares Subcommittee his 2021 summary from Lyft to assist with developing or modifying survey questions.
- **Action item:** Chad Derrington will invite Owen Christofferson to the following Fees and Fares Subcommittee to discuss why the survey was based on weekly summary data.
- **Action Item:** Camerina Galvan will request the TNC Driver survey questions from Mark Williams.

NEXT STEPS: DARIN CAMPBELL, SUBCOMMITTEE CHAIR

- The Subcommittee will continue to discuss the survey and the remaining agenda items at the next meeting.

CHAIR ADJOURNED THE BUSINESS MEETING AT 4:36 PM.

NEXT MEETING: The next meeting will be Thursday, August 4, 2022.

Submitted by Camerina Galván, Notetaker, Galvan Consulting LLC.